

## *Secretary GS-7*

### ***Introduction***

This position is located in the Flight Programs and Projects Directorate. The incumbent serves as secretary and personal assistant and, in this capacity, assists the Project Manager by performing a wide variety of administrative, clerical, and typing duties.

### **Core Requirements**

Responds to requests for information concerning project functions. Assumes initiative in answering questions and/or giving out information, and in making non-policy decisions in an effort to relieve supervisor of routine matters, office details, and unnecessary interruptions. Uses originality and good judgment in quickly locating reference data for use by supervisor as requested or as anticipated by the incumbent. Decides whether important or emergency matters should be brought to the supervisor's attention. Receives all incoming mail directed to the supervisor.

As a confidential assistant, establishes and maintains the supervisor's personal file of correspondence and documentation concerning pending personnel actions, performance evaluations, and similar subjects.

Acts as liaison between the supervisor and subordinate supervisors by communicating instructions; interpreting and explaining Directorate administrative policies; providing timely, accurate advice on procedures, reports, requirements, and other matters necessary to implement the Project Manager's policies and instructions; and informing them of the Project Manager's views on current issues and programs.

Maintains supervisor's calendar and schedules appointments and meetings based upon personal knowledge of supervisor's workload and overall importance. Serves as vital communications link when supervisor is away from the Center on travel, leave, training, or scheduled meetings. Reschedules appointments when it becomes apparent that supervisor will not be able to meet previous commitments or higher priority meetings take precedence.

Arranges internal meetings with Project Managers and other project personnel on a timely basis without prior approval. Briefs supervisor on matters involved prior to the meeting and obtains all necessary background data that pertains to subject to be discussed. Prepares summaries of various subjects for supervisor's use as deemed advisable.

Supervises distribution of project correspondence. Reviews incoming publications, correspondence, regulations, and directives that may affect the Project. Determines items that can be acted upon personally and takes necessary action, with final review by supervisor. Determines which items are of importance or interest to the Project Manager as well as other members of the Project and refers them accordingly. Composes replies to inquiries of a routine nature and submits to supervisor for signatory approval.

Receives all visitors and telephone calls for the Project Manager. Ascertains nature of call or business of visitors and determines appropriate action. Refers business requiring response to the appropriate branch or technical area within the Project. Listens in on important calls, takes summary or verbatim notes of discussion, and prepares memoranda of important points.

Exercises discretion and assumes the initiative in answering questions pertaining to work schedules, reports, deadlines, etc. Assists supervisor in preparing for conferences or staff meetings by gathering pertinent reference material needed. Assembles and consolidates information from office files and records or other sources for use on the basis of general instructions.

Establishes action items and follows-up on items assigned by the supervisor. Maintains suspense file and log of due dates to ensure timely reply or action. Routes correspondence to appropriate managers or other technical personnel without going to the Project Manager until final reply is returned for his approval. Follows up with Project staff members to ensure various commitments made by the Project Manager at conferences and meetings are met.

Reviews correspondence for signature by the supervisor for conformance with regulations, grammar, format, and special policies. Provides guidance to Center personnel regarding proper preparation of correspondence, etc. Calls the attention of staff members to any deviation from supervisor's established policies regarding the preparation, routing, and initialing of outgoing mail.

Establishes and maintains normal and quick reference files in support of the functioning of the office. A variety of these office records and files are typically correspondence control records, organization and personnel records and related information; classified and/or unclassified files, and material pertinent to the functions of the Center. Exercises discretion and applies appropriate safeguards, security regulations, and controls in connection with the receipt, custody, and issuance of classified material.

Types records, correspondence and reports in final form from very involved rough drafts characterized by a widely varied and often technical or unusual vocabulary and difficult tabular nature. A personal computer with work processing software is used. Performs a variety of activities using office automation software that may include preparation of high-level and complex presentations requiring coordinating inputs from multiple sources and software packages; form creation; calendar scheduling; correspondence preparation; electronic mail; action tracking systems; maintenance of time sheets; Internet searches; spreadsheets to organize data; and, office management programs.

Makes necessary travel arrangements and prepares vouchers upon return.

Provides guidance, training, and mentoring to clerical personnel to ensure receipt of policies and procedures pertinent to their duties, disseminating information throughout the Center verbally, in

writing, or electronically. Establishes work priorities when necessary and recommends shifts in workloads and personnel assignments when necessary to meet emergencies or critical deadlines. Performs a variety of miscellaneous tasks such as interviewing and orientation of new clerical personnel.

Serves on procedural committees and offers recommendations for, and assistance with, development and implementation of new secretarial and administrative procedures to bring up-to-date and state-of-the-art secretarial practice into the Flight Programs and Projects Directorate.

Performs tasks that are related to the position but are of an incidental nature.

***Knowledge Required***

1. Knowledge of duties, priorities, commitments, policies, and program goals of the Project Manager and staff to perform non-routine assignments such as locating and summarizing information files and documents as required or in anticipation of supervisor's needs.
2. Knowledge of GSFC organizations sufficient to perform assignments and to respond to correspondence, phone calls, or visitors.
3. Knowledge of grammar, spelling, punctuation, proofreading, and required formats and procedures.
4. Ability to design and maintain filing systems.
5. Skill in using advanced office automation software, practices, and procedures and their application in the performance of office support work. Skill in developing spreadsheets using MS Excel, Lotus, or latest available spreadsheet software package and presentations using MS PowerPoint or newer presentation software packages. Skill in using office automation software to prepare presentations and reports that include textual documents, charts, graphs and spreadsheets. Ability to learn new software packages and procedures to remain current and to increase office efficiency and productivity. A qualified typist is required.
6. Knowledge of administrative policies and procedures (e.g., security, personnel, property accountability, procurement) sufficient to provide/obtain necessary services to the office.
7. Ability to schedule and coordinate meetings.
1. Ability to coordinate the work of the office with other offices, including advising clerical staff on new procedures or regulations, and on information to be provided for use in conferences or reports.
8. Ability to provide leadership and assistance to clerical personnel.

9. Knowledge of the mission of the Center and the organization of work functions and personnel; the operations of the Center and understanding of how the Center is integrated with other organizations in the Flight Programs and Projects Directorate, other GSFC directorates, Headquarters, contractors, and Department of Defense activities as they relate to clerical and administrative support functions of the Center.
10. Skill in composing routine correspondence.

### ***Supervisory Controls***

The incumbent works under the general supervision of the Project Manager and is relied upon to use own initiative to organize the workload in such a manner that it can be done quickly and effectively. Independently initiates, develops, and accomplishes secretarial and clerical duties. The incumbent in consultation with the supervisor set priorities and deadlines for assignments and defines overall objectives. The incumbent handles a variety of situations and conflicts requiring the use of initiative to determine the approach to be taken or methods to be used. The secretary plans and carries out the work of the office and handles problems and deviations in accordance with established instructions, priorities, policies, commitments, and program goals of the Project. Priorities and deadlines for the day-to-day workflow of the office are set by the incumbent based on knowledge of the overall functions and projects of the Project. Completed work is reviewed for overall effectiveness.

### ***Guidelines***

Written guidelines include computer hardware and software manuals, dictionaries, style manuals, operating instructions, computer manuals, travel instructions, etc. With a large variety of guidelines, incumbent uses judgment in selection and applies appropriate ones according to each situation. The incumbent refers situations to which existing guidelines cannot be applied or where significant deviations are required to the supervisor.

### ***Complexity***

The incumbent performs a full range of secretarial and administrative support functions for the Project. The work consists of a variety of duties that differ in subject matter, purpose and procedures and deals with many different contacts from within GSFC, NASA, other government agencies, and industry in supporting and assisting the manager and his staff. Identifying actions to take requires knowledge of the mission, methods, policies and program goals of the Project; determination of the substantive and/or procedural status of the subject or issue involved; correlation of this status with requirements or intended results; and determination of the proper timing, substantive adequacy, and effect of chosen course of action. Completing actions often requires data gathering from several possible sources, correlation of this data, and extrapolation of trend data based on precedent and expectations.

### ***Scope and Effect***

The incumbent ensures that the clerical and administrative aspects of the Project Manager's work and that of subordinate organizations conform to appropriate policies and procedures. The

incumbent reviews the work of others and given advice concerning procedural requirements. The degree to which this is done well affects the reliability and acceptability of the Project's work.

***Personal Contacts***

Contacts are with members of the project, Directorate staff, higher echelon management personnel, NASA Headquarters personnel, leading scientists and engineers of this and foreign countries, contractor personnel, government officials, foreign government officials, and members of various academic communities.

***Purpose of Contacts***

Contacts are to exchange information; to set up meetings or arrange travel; and, to ensure that correspondence and action items, etc., are completed within deadlines. The incumbent plans and coordinates the clerical and administrative work of the office.

***Physical Demands***

Work is mostly sedentary, but also requires walking, standing, bending, and carrying light objects such as books, papers, and files. No special physical demands are required to perform the work.

***Work Environment***

The work is performed in an office environment.